NHS North West Transparency Project

Reduction of Pressure Ulcers and Falls - How have we been doing?
Patient and Staff Experience- What have they been saying?

We are one of a number of NHS organisations who want to be open and transparent with our patients. This is how a modern NHS hospital should be – open and accountable, to the public and patients, driving improvements in care. As a member of the 'Transparency Project' we continue to work with patients and staff to further reduce the harm that patients sometimes experience when they are in our care, and we have made a commitment to publish a set of patient outcomes, patient experience and staff experience measures. Each month we collaborate with other care providers to share what we have learned, and to use this to identify where changes to improve care can be made.

This is the eleventh month that the Trust has published data on pressure ulcers, falls and results of patient and staff experience surveys. We are continuing to work on the areas we identified as improvement work last month.

Patient experience is a vital source of information that we can use to help improve the care to our patients. To build on this we carry out a monthly patient experience audit called the '100 voices'. Through this we seek to talk to as many patients as possible about their experience of care. We encourage office based staff to support this initiative by giving an hour a month, to take part in the patient experience initiative. This provides us with very powerful feedback, allowing us to take forward any improvement actions.

In December we cared for 7113 patients	No patients suffered harm following a fall.	7 patients suffered a pressure ulcer in our care – 6 x category 2 and 1 x category 3

In December there were unfortunately seven patients who sustained a pressure ulcer. Work is underway to understand how the harms occurred in December and if anything more could have been done to prevent them. The learning from these investigations will be shared in next month's report.

Following our review of the patients who sustained a fall in November, it is pleasing to note that all preventative measures were in place for all patients.

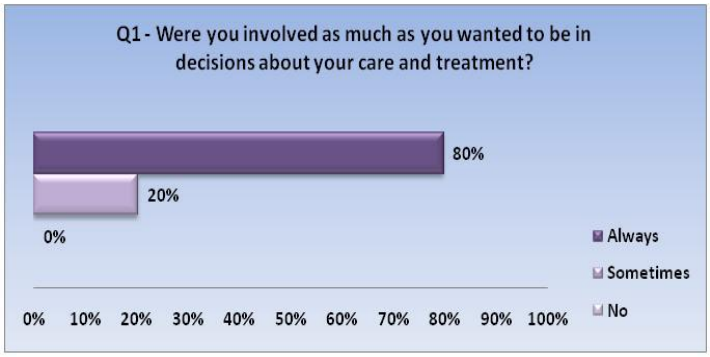
Sadly, one patient who sustained a fall has died as a result of this, from a head injury. From our initial review of the circumstances and the inquest, everything possible had been done to minimise the risks to the patient.

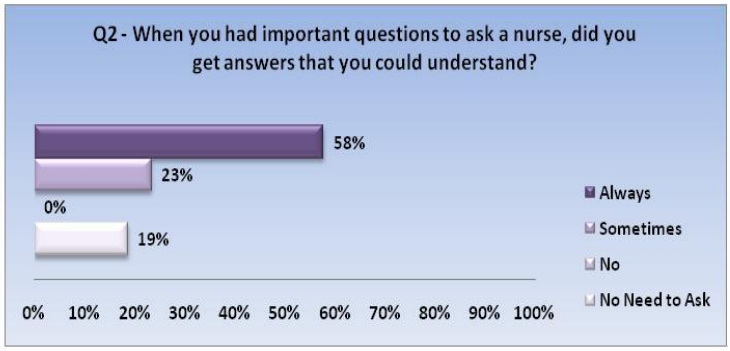
From the review of the patients who sustained a pressure ulcer in November, unfortunately for two of the patients all measures were not put in place in a timely manner which contributed to the development of the pressure ulcers. The lessons learned and recommendations have been shared with the ward team to ensure continuous improvement.

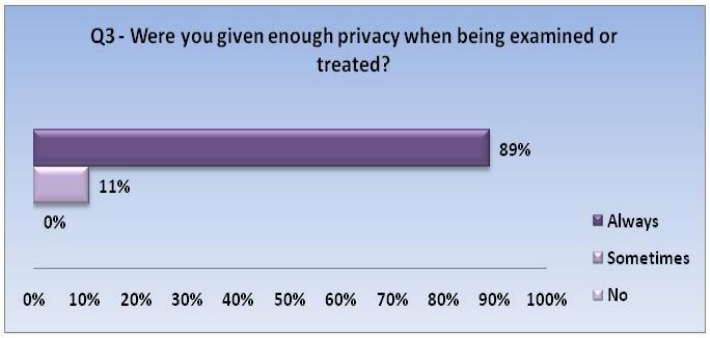
In the areas where harms occurred this is what patients said:

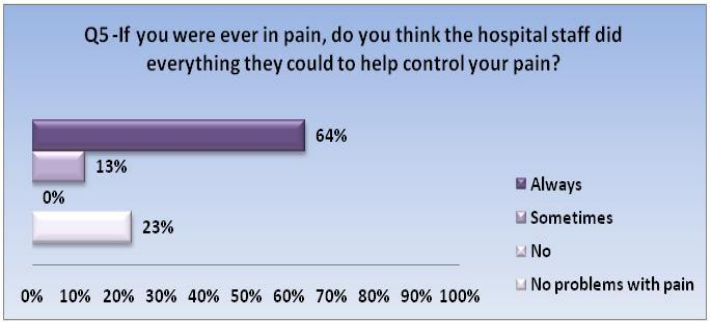
December's data shows an overall increase in patient satisfaction measures. These are important to us and we continually measure these very important aspects of patient satisfaction as part of our monthly patient '100 voices' survey.

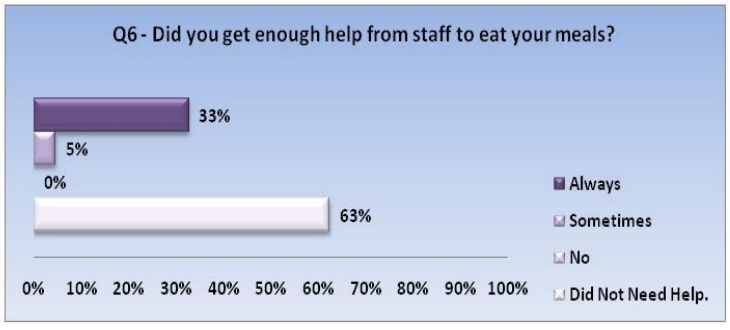
It must be emphasised that the number of patients surveyed is very small and may not necessarily be statistically representative.

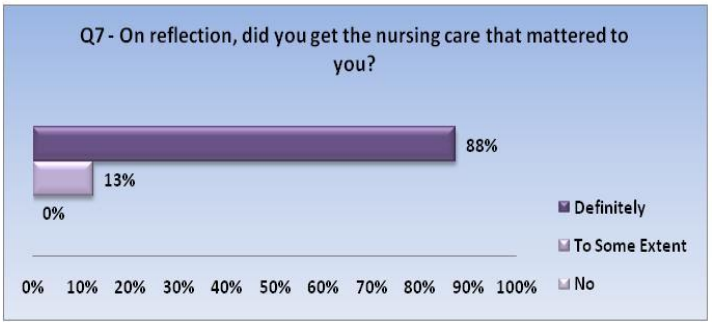


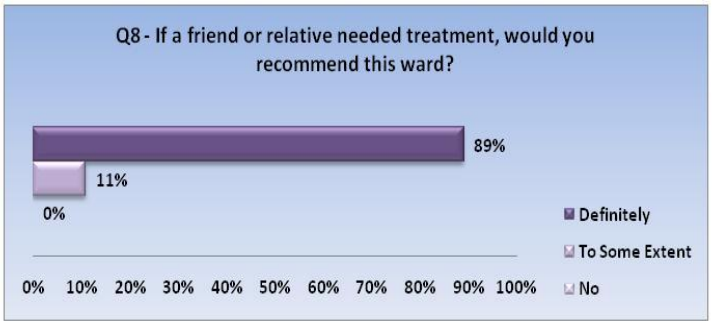






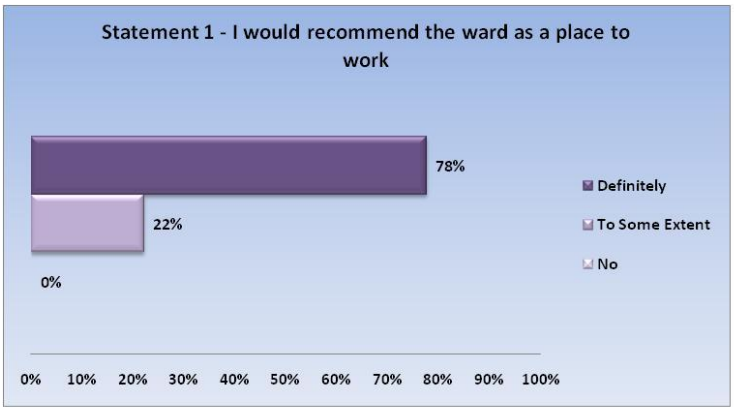


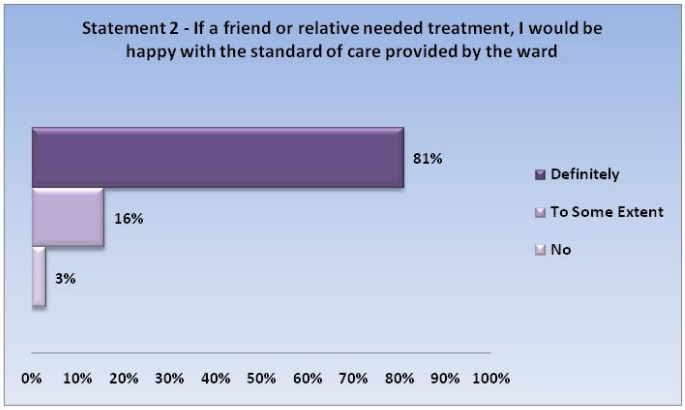


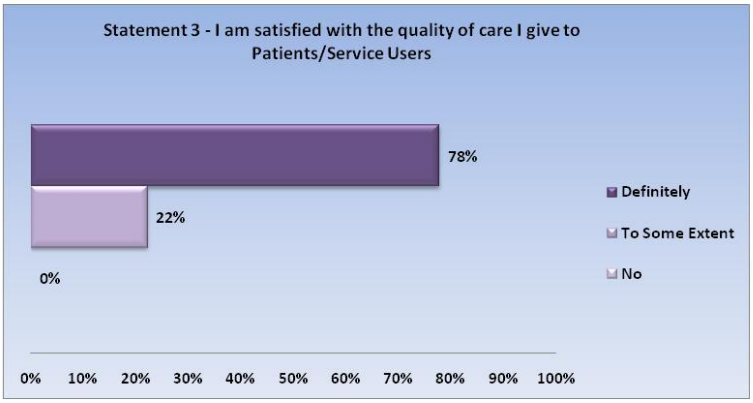


In the areas where the harms occurred this is what the Nurses said about the care they have provided:

December's data shows an overall increase in staff satisfaction and that staff are satisfied with the quality of care they have been able to provide.

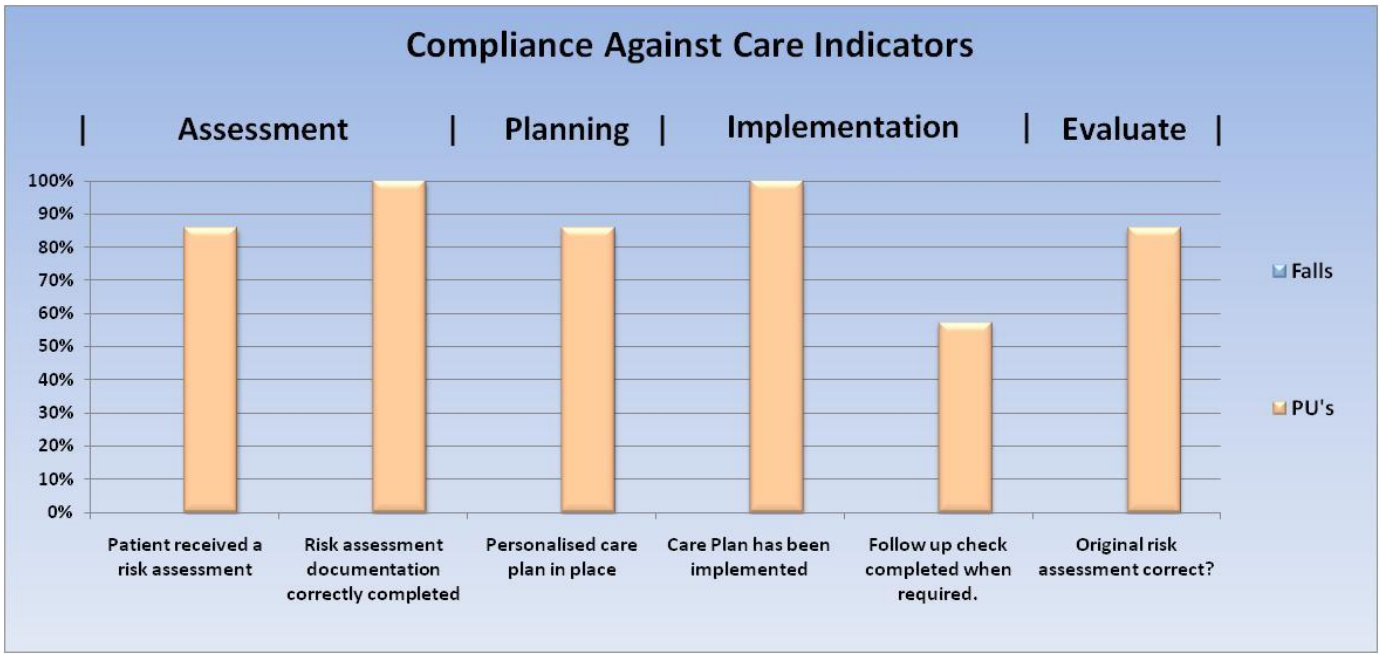






What did we learn about the care we have provided to patients?

We have increased and maintained improvements in the Nursing Care Indicators for the patients who suffered harm as a result of a pressure ulcer.



You said - We did!

The Trust is currently reviewing all of our patient feedback processes and written information as part of the development of a patient experience strategy.

This is linked closely with the introduction of the Friends and Family Test from April 2013.